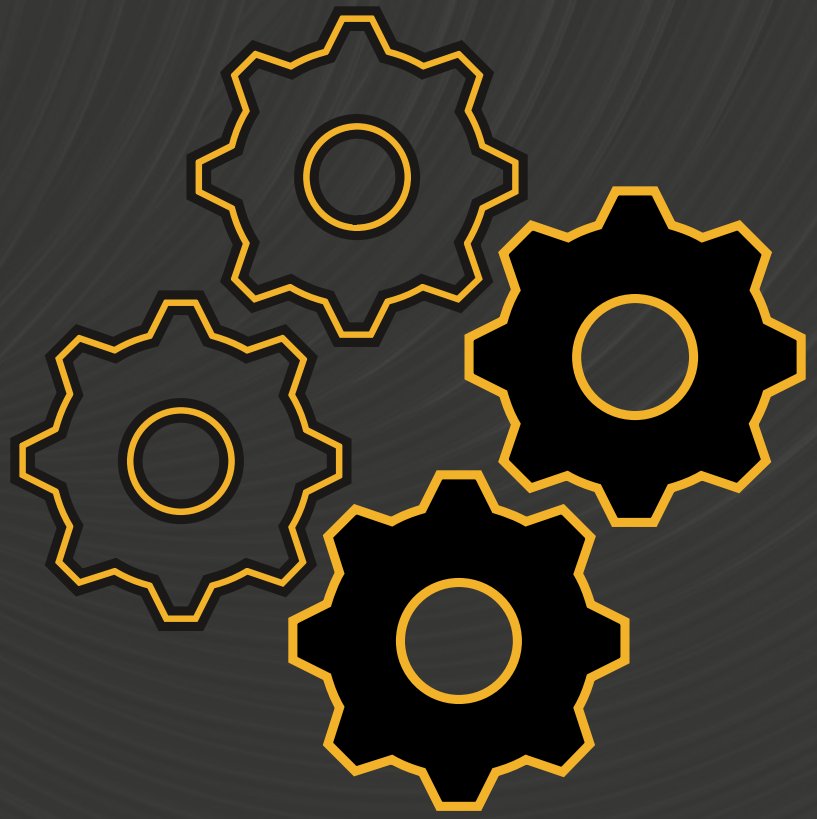
THE COMPONENTS OF A RESILIENT SAFETY CULTURE



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WELCOME AND INTRODUCTIONS

Who is:

- Caterpillar Safety Services
- Caterpillar Team Members

And you are . . .

- Name
- Company & Role
- One thing your company does well in terms of safety OR one thing you'd like to see improve



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GLOBAL SAFETY STRATEGY

Our strategy focuses on three outcomes:



Preventing

Preventing Serious Injury is Critical



Learning & Improving

Learning and Improving is Vital



Demonstrating

Demonstrating Care is our Foundation

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SYSTEM

Appropriate Controls with Clear Expectations

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DIFFERENTIATORS OF SERIOUS INJURIES AND FATALITIES (SIF)

Absent direct controls to prevent the unexpected release of high energy hazards.

Absent or not followed work plan.

Construction Safety Research Alliance study, 2024

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DOES YOUR SAFETY SYSTEM EFFECTIVELY **IDENTIFY HAZARDS, MITIGATE AND MANAGE RISKS?**

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RESILIENT SAFETY SYSTEMS ASSESS



FOCUS



EFFECTIVENESS



SUPPORT



PERCEPTION

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WHAT DOES YOUR SYSTEM FOCUS ON?



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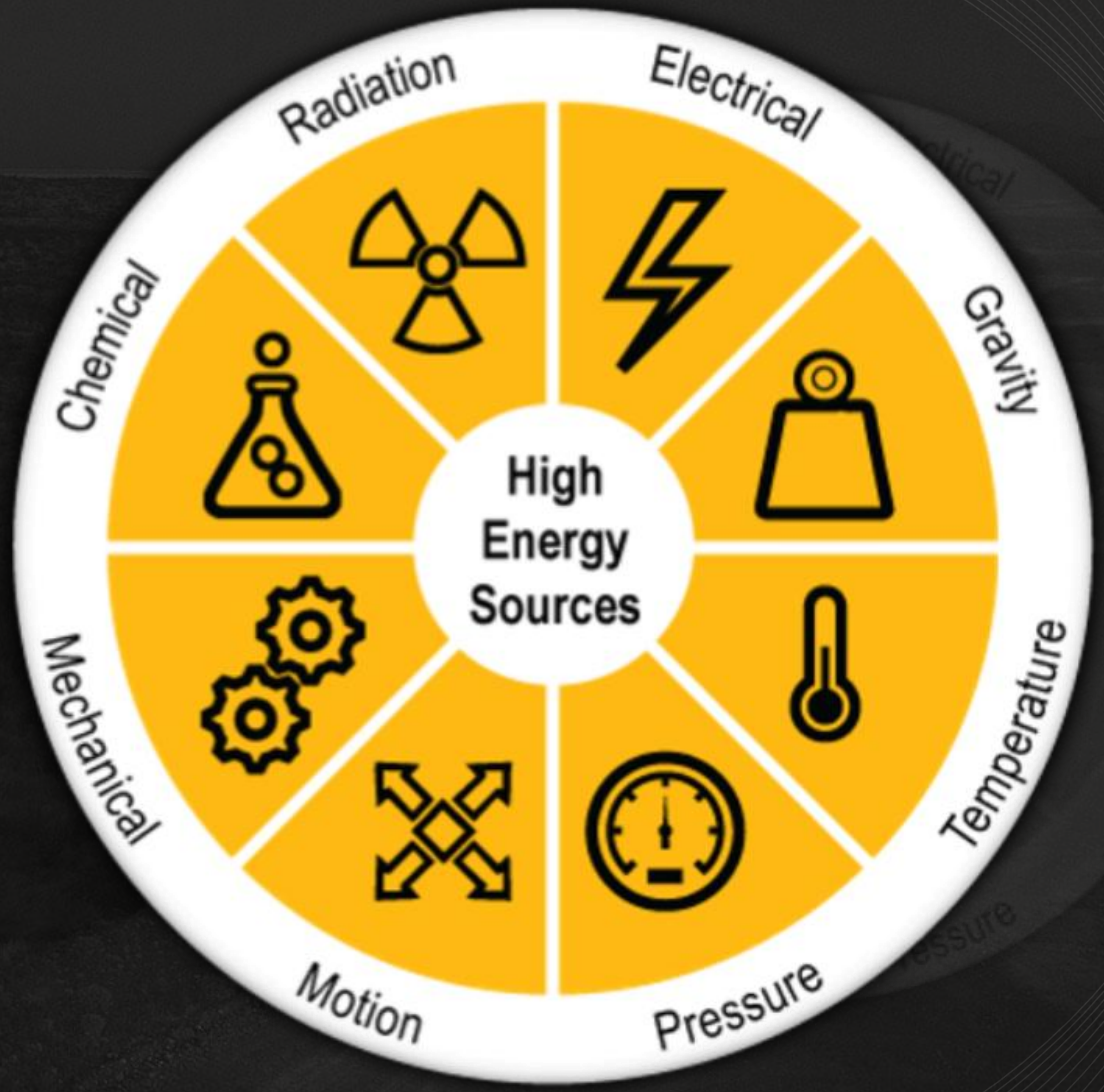
THINGS THAT (SERIOUSLY) HURT

HIGH ENERGY WHEEL



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HOW EFFECTIVE IS YOUR SYSTEM?



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THINGS THAT CONTROL

CONTROLLING THE CONSEQUENCE VS PREVENTING THE OUTCOME



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HOW IS THE SYSTEM SUPPORTED?



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Tragedy Precursors:

ABSENCE OF CONTROLS
INSUFFICIENT CONTROLS
LIMITED MANAGEMENT OF CONTROLS

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HOW IS THE SYSTEM PERCEIVED?



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MINDSET

Meeting Challenges with Care and Curiosity

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WHY DON'T PEOPLE DO **WHAT WE EXPECT THEM TO DO?**

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HAVE YOU EVER . . .



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AND YET WE EXPECT EMPLOYEES TO PERFORM PERFECTLY **100% OF THE TIME**

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WHY DO WE BLAME?



Discharge pain



Assign meaning



Defense mechanism



Avoid punishment.

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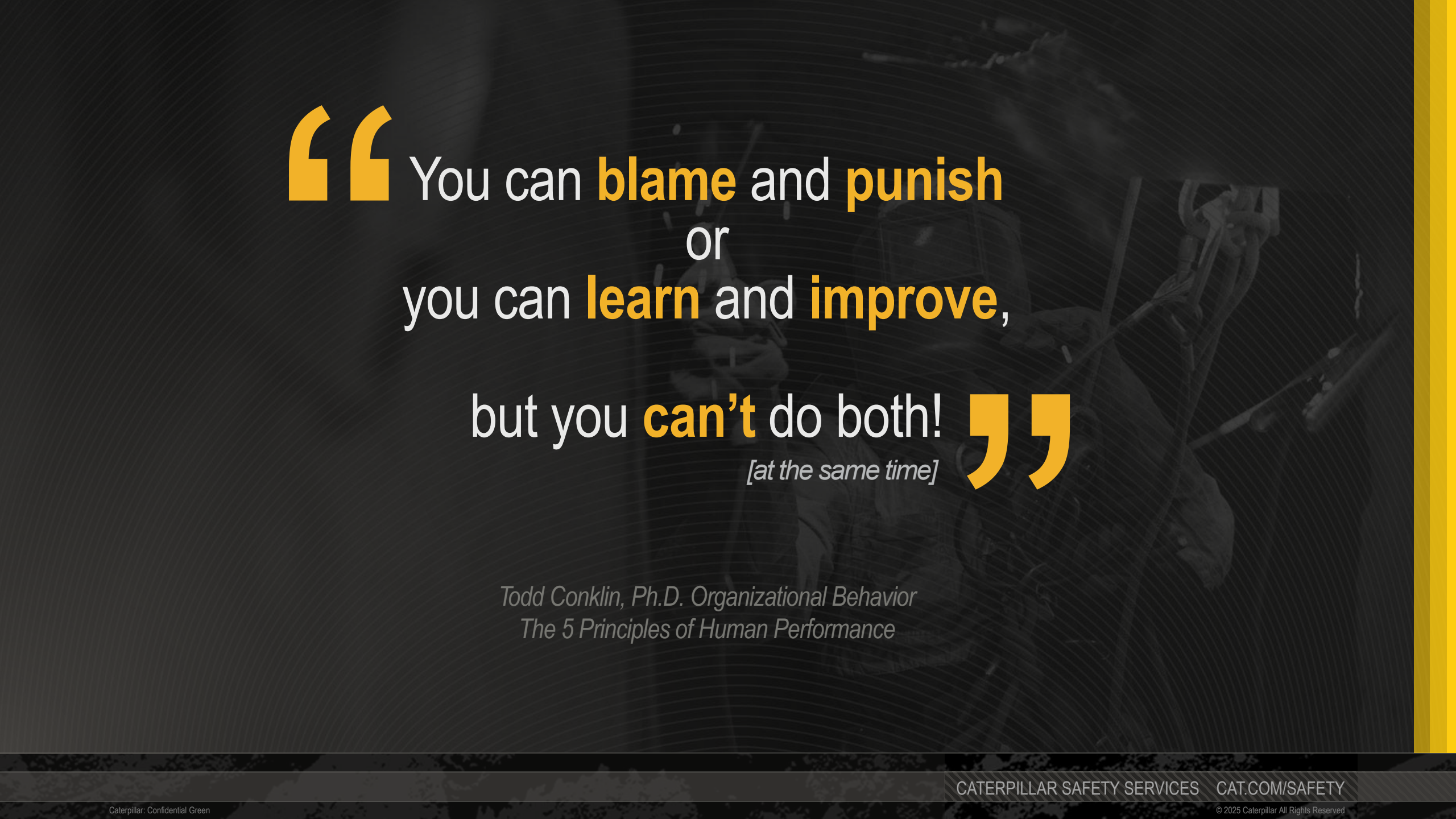

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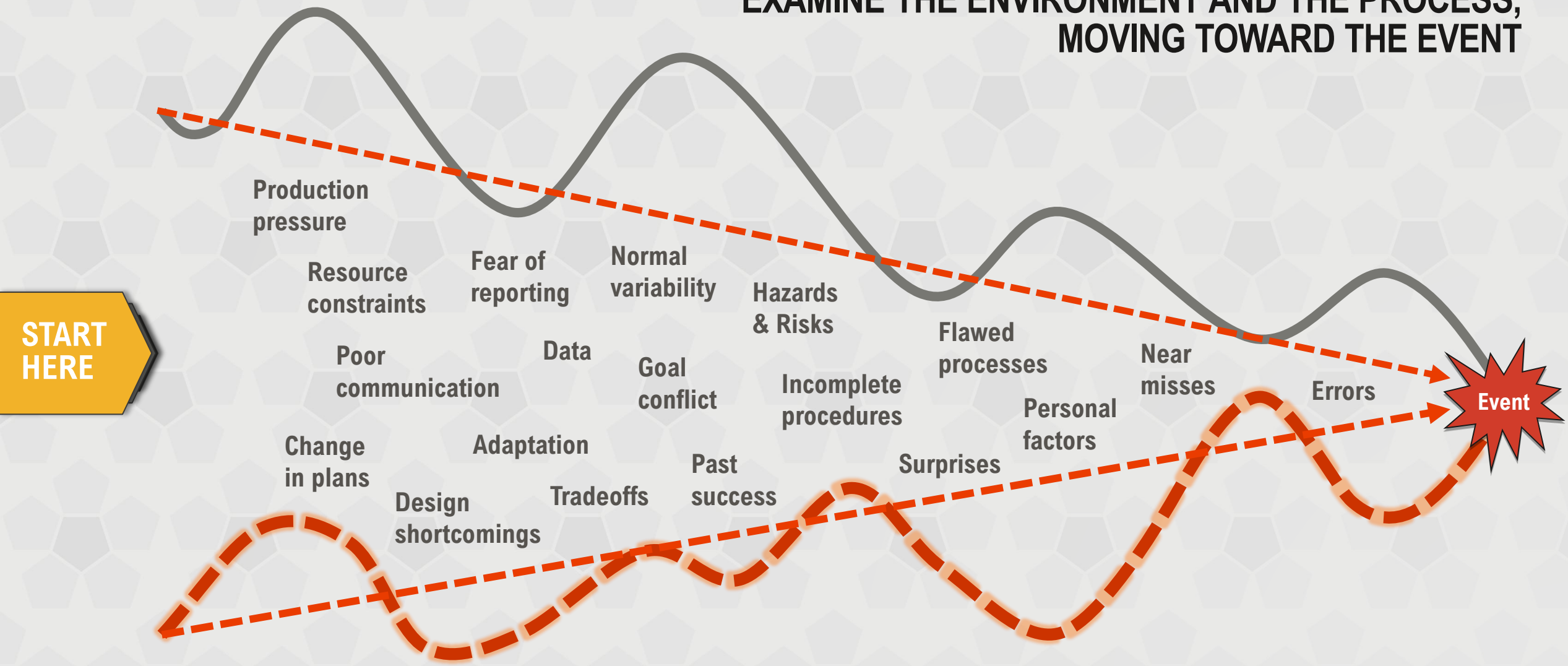
EXAMINE THE ENVIRONMENT AND THE PROCESS, MOVING TOWARD THE EVENT



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5 PRINCIPLES OF HUMAN & ORGANIZATIONAL PERFORMANCE



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LEADERSHIP

Consistent Behaviors that Positively Influence Others

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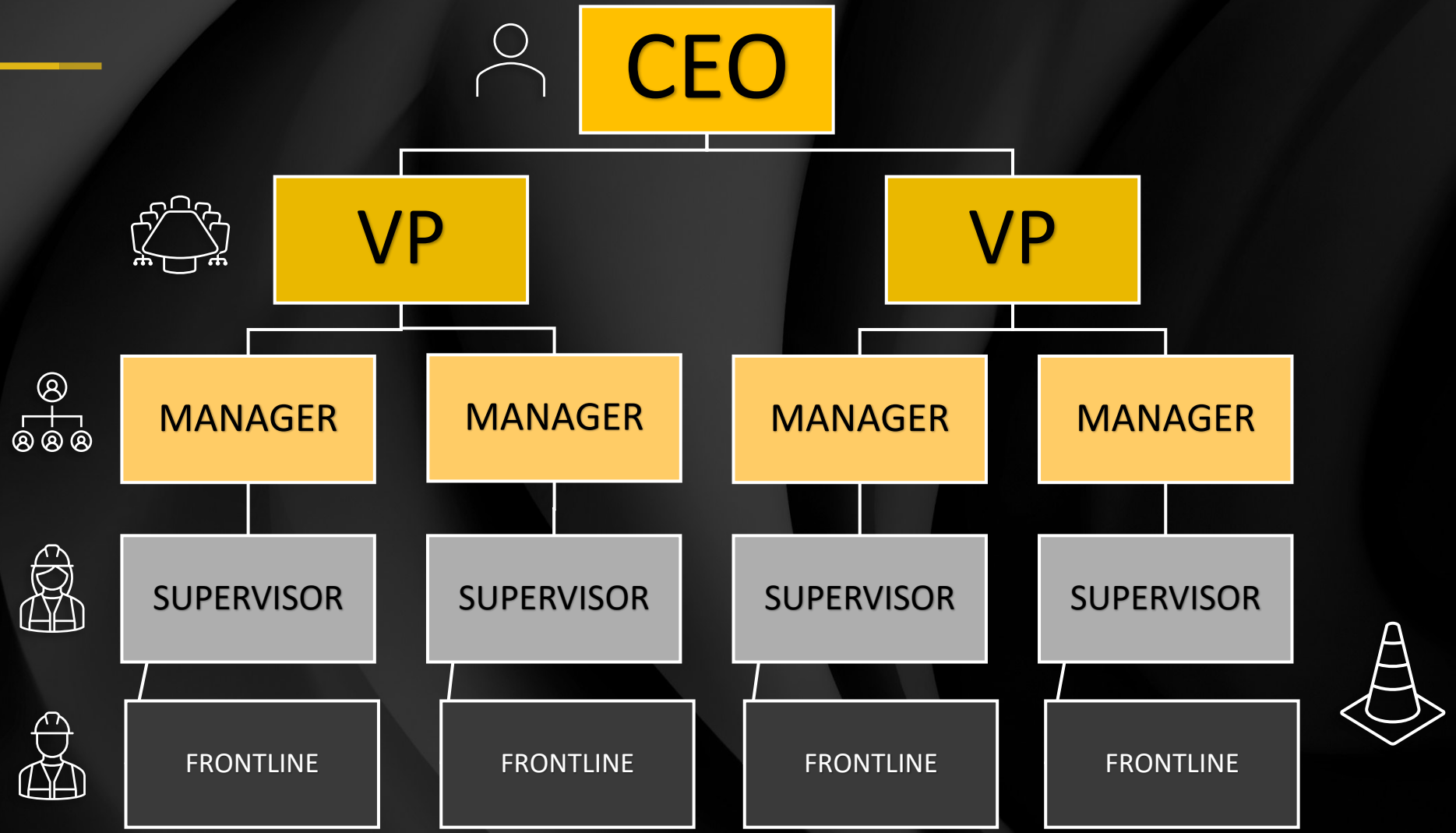
SAFETY IS A GAME OF FOLLOW THE LEADER



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THE DOMAINS OF SAFETY LEADERSHIP

DOMAIN 1



DRIVE ACCOUNTABILITY

5 ELEMENTS

DEFINE | TRAIN | RESOURCES
MEASURE | FEEDBACK

DOMAIN 2



CREATE CONNECTIVITY

3 ELEMENTS

INVOLVE | INFORM
INTEGRATE

DOMAIN 3



DEMONSTRATE CREDIBLE CONSCIOUSNESS

2 ELEMENTS

KNOWLEDGE
REASONING

DOMAIN 4



BUILD TRUST

4 ELEMENTS

CARE | VALUES
OPENNESS | INTERACTION

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OWNERSHIP

A Fully Engaged Organization Focused on Continuous Improvement

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WHAT WOULD IT LOOK LIKE IF EVERY EMPLOYEE WAS TRULY ENGAGED IN SAFETY?

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WHAT EMPLOYEES REQUIRE TO FEEL OWNERSHIP . . .



OPPORTUNITIES TO SHINE



DECISION-MAKING POWER



TRANSPARENT COMMUNICATION



TRAINING AND DEVELOPMENT



RECOGNITION AND APPRECIATION



POSITIVE WORK ENVIRONMENT

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Use cross-functional teams to embed **positive, proactive accountability**



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POINTS TO PONDER

1. What are the biggest challenges to making the System work? How can they be addressed?
2. Where does Mindset need to change to influence the culture?
3. What are the greatest needs in establishing safety Leadership? What can we do about it?
4. Where is Ownership of safety the most critical? How can we bolster engagement there?

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SOLUTIONS FOR RESILIENCE

Assessments

Data, both quantitative & qualitative, is generated from surveys, interviews & observations to build strategies for improvement.

- ✓ ***Worksite Assessment*** *is a gap analysis on the completeness & effectiveness of the system*
- ✓ ***Safety Perception Survey*** *measures employee, supervisor and manager beliefs & alignment across eleven cultural indicators*
- ✓ ***Safety Leadership Assessment*** *reveals observed leadership behavior across four domains to build personalized development plans*

Training & Workshops

Offered in various formats (eLearning, in-person, virtual) and targets both frontline employees and leadership.

- ✓ *System & Risk Management*
  - ***SiteRead (JHA)*** *Workshop*
  - ***Root Cause Analysis*** *Workshop*
- ✓ *Mindset & Communication*
  - ***MindShift for Leaders*** *Workshop*
  - ***Speak Up!/Listen Up! and Recognize It!*** *Workshops*
- ✓ *Leadership Development*
  - ***Leadership Development & Coaching*** *Process*
  - ***S.T.A.R.T.*** *Workshop*
  - ***Pipeline & ET&D*** *Industry-specific Curriculums*
  - ***Leadership Strategies for Safety Accountability*** *eLearning*

Scan for Brochure

Continuous Improvement

A data-driven continuous improvement process focused on positive, proactive accountability.

- ✓ ***OwnerShift*** *deploys tactical employee-driven teams commissioned by a cross-functional Steering Team supported by an executive strategy.*



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Safety isn't just about policies & procedures.



IT'S ABOUT PEOPLE.

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Scan the QR code to:

- ✓ Request a copy of the presentation
- ✓ Request more info about Caterpillar Safety Services
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